



Chief Digital and Innovation Officer

Reports to:	Corporate Director for Service Reform and Strategy		
Department:	Digital, Data and Innovation	Grade	HAY 3
DBS Status:	N/A	Politically restricted:	Yes
<p>Job Purpose: Provide strategic and operational leadership to the Digital, Data and Innovation department to ensure effective delivery of departmental and corporate objectives, high-quality service provision, and the continuous improvement of the Council and the borough.</p> <p>Responsible for digital transformation and delivery, data and insight, ICT and information governance.</p>			
<p>Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
<p>Overall Description</p> <p>The role involves managing a broad range of internal and external relationships, including senior managers, elected members, and various public, private, and voluntary sector partners.</p> <p>It requires the postholder to develop strong partnerships, leading a high-performance team, and taking a key role in the development of council services.</p> <p>The position operates within a framework set by the Corporate Leadership Team and Council but allows a reasonable amount of autonomy in shaping services. The role also leads on departmental policy development, ensures compliance with new legislation, and upholds high professional standards.</p> <p>The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold and/or Silver, and to demonstrate a commitment to embedding ownership throughout the organisation of this being everybody's business.</p> <p>The position is expected to carry out their duties in compliance with the Best Value Duty as set out in the Local Government Act 1999</p>			

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Date of Job Evaluation: 15/04/2026

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Lead on large-scale, complex projects across the council and with partners that deliver significant improvements, remain financially viable and transform the way services are delivered, ensuring that residents are at the centre.
8. Create the conditions to drive system-wide behaviour change by using targeted service redesign and change techniques with individuals, groups and teams in a positive and supportive way.
9. Drive the council's digital, data and ICT agenda, ensuring we are evidence and insight-led and are able to make best use of AI and wider technological advancements to transformation our service delivery model.
10. Build a strong, impactful data and insight approach that brings together intelligence from across the council and with partners, creates a culture of curiosity and continuous improvement and enables the effective targeting of support, including the use of risk stratification to identify and prevent future demand.
11. Deliver appropriate ICT solutions and provide applications support services to meet the strategic and business objectives of the Council.
12. Client the IT infrastructure shared service, manage the contract to provide IT services to the LGA and identify and develop further opportunities to commercialise ICT operations.
13. Provide strategic policy advice to the Chief Executive, CMT, the Leader and Executive, as well as advising on new and emerging models, best practice and Government initiatives and policies in relation to digital, data and technology.
14. Oversee budgets, allocate resources efficiently, and apply financial acumen to support strategic priorities and maximise organisational performance.
15. Drive continuous improvement and lead transformational initiatives that align with strategic goals, ensuring high standards in service and team performance.
16. Lead the delivery of customer-focused services, meeting demands, managing deadlines, and driving quality improvements to enhance customer satisfaction.
17. Foster strong, cooperative relationships with internal and external stakeholders to achieve strategic outcomes, aligning interests and maintaining positive, collaborative partnerships.
18. Engage and motivate a diverse workforce with empathy, professionalism, and a commitment to ethical standards, equal opportunities building trust across political and organisational dynamics.
19. Develop strategic communication and negotiation skills to build consensus, influence decisions, and convey messages effectively across diverse stakeholders.

20. Provide robust governance and proactive risk management across the council by monitoring compliance with safeguarding, health and safety, equal opportunities, and data protection standards, while upholding professional integrity and probity in service delivery and providing strategic guidance on critical issue.

Essential Requirements (key skills & qualifications)

1. Relevant degree and/or relevant professional qualification and evidence of significant professional development including relevant professional membership.
2. Proven experience of operating at a strategic, senior management level in a large diverse organisation together with a solid understanding of the relevant legal, commercial, political, and operational aspects of a similar diverse and complex environment.
3. Significant leadership experience in either the public, private or voluntary sector, including a successful track record in delivering transformational change.
4. Excellent understanding of the political context and environment of local government.
5. Successful track record of leading innovation and transformational change, particularly in response to the demands of an organisation that is undergoing radical development and modernisation.
6. Experience of developing teams, recognising and developing talent and addressing poor performance.
7. Strong interpersonal skills and excellent communication/influencing skills.
8. Demonstrable commitment to equality and diversity issues in both service provision and employment practices.

Budget Responsibility and Overall Headcount

Responsibility for approximately 100 staff via 5 direct reports
Annual budget of approximately £10m

Leading on clienting the shared ICT service which has approx. 140 staff and an annual budget of approximately £30m.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.